

## CLAIMS

- 1           1. A method for automatically restricting access to a casino gaming machine,  
2   the method comprising:  
3           storing in a customer account an indication that the customer's gaming  
4           activity should be restricted;  
5           receiving electronically at the casino an indication that the customer is  
6           attempting to use a gaming machine at the casino; and  
7           electronically preventing the gaming machine from being played by the  
8           customer.
- 1           2. The method of claim 1 further comprising notifying an employee of the  
2   casino that the customer is attempting to use the gaming machine.
- 1           3. The method of claim 2 wherein notifying the employee of the casino that  
2   the customer is attempting to use the gaming machine further includes notifying the  
3   employee of the location of the gaming machine.
- 1           4. A method for automatically restricting access to gaming machines at a  
2   plurality of casinos, the method comprising:  
3           at a first casino, storing in a customer account an indication that the  
4           customer's gaming activity should be restricted at the casino;  
5           at a second casino, receiving electronically an indication that the customer is  
6           attempting to use a gaming machine located at the second casino; and  
7           electronically preventing the gaming machine from being played by the  
8           customer.

1           5. The method of claim 1 or 4 wherein storing the indication that the  
2     customer's gaming activity should be restricted further comprises storing a log entry  
3     in the customer account, the entry including details of the restriction.

1           6. The method of claim 5 wherein the details of the restriction include a  
2     reason for the restriction.

1           7. The method of claim 5 wherein the details of the restriction include an  
2     extent of the restriction.

1           8. The method of claim 5 wherein the details of the restriction include a  
2     period of the restriction.

1           9. The method of claim 1 or 4 wherein electronically receiving the indication  
2     further comprises:  
3         receiving a card-in indication from a gaming machine, the card-in indication  
4         including a customer account identifier;  
5         retrieving the customer account identified by the customer account identifier;  
6         and  
7         determining from the retrieved customer account that the customer's gaming  
8         activity should be restricted.

1           10. The method of claim 1 or 4 wherein the indication that the customer  
2     should be excluded from the casino further indicates that the exclusion is voluntary.

1           11. The method of claim 1 or 4 wherein the indication that the customer  
2   should be excluded from the casino further indicates that the exclusion is  
3   involuntary.

1           12. The method of claim 1 or 4 wherein the restricted gaming activity  
2   includes obtaining credit.

1           13. The method of claim 1 or 4 wherein the restricted gaming activity  
2   includes cashing a check.

1           14. The method of claim 1 or 4 wherein the restricted gaming activity  
2   includes using a gaming machine.

1           15. The method of claim 1 or 4 wherein the restricted gaming activity  
2   includes playing a table game.

1           16. The method of claim 1 or 4 wherein the restricted gaming activity  
2   includes accruing comps.

1           17. The method of claim 1 or 4 further wherein storing the indication that the  
2   customer's gaming activity should be restricted further comprises storing an  
3   indication that the customer should not receive marketing materials.

1           18. The method of claim 4 further comprising notifying an employee of the  
2   second casino that the customer is attempting to use the gaming machine.

1           19. The method of claim 18 wherein notifying the employee of the second  
2 casino that the customer is attempting to use the gaming machine further includes  
3 notifying the employee of the location of the gaming machine.

1           20. A computer program product for automatically restricting access to a  
2 casino, the casino having a plurality of gaming machines, the computer program  
3 product including a computer-readable medium having computer program code for  
4 performing the operations of:

5           storing in a customer account an indication that the customer's gaming  
6           activity should be restricted;  
7           receiving electronically at the casino an indication that the customer is  
8           attempting to use a gaming machine at the casino; and  
9           electronically preventing the gaming machine from being played by the  
10          customer.

1           21. A computer program product for automatically restricting access to a  
2 casino gaming machine, the computer program product including a computer-  
3 readable medium having computer program code for performing the operations of:

4           at a first casino, storing in a customer account an indication that the  
5           customer's gaming activity should be restricted at the casino;  
6           at a second casino, receiving electronically an indication that the customer is  
7           attempting to use a gaming machine located at the second casino; and  
8           electronically preventing the gaming machine from being played by the  
9           customer.